



**Avaya Global Services  
AGS**

**STATEMENT OF SERVICES  
(SOS)  
Leon County**

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## Summary

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Avaya Inc. is proposing a multi-site digital Solution for Leon County. The proposed solution and pricing is based on several stages: business and technical requirements identification, software design and development, staging and production testing, and solution deployment, cutover support, and training requirements.

This solution is comprised of the following configuration elements:

**A. Basic Configuration:**

- Pre-Site Survey – required to verify existing wiring, current LAN environment, equipment installation location, phone placement, identify phone types and locations, verify power availability, verify access point locations (if any), and verify each equipment location for thermo environmental study
- Infrastructure – Design IP Telephony Addressing and Define Numbering Plan
- System Features and Database
- System Installation – Install and test systems, install and test centralized systems, verify device modems connected and tested.
- System Cutover – Disconnect Existing Phone System

**B. Help Desk In-Service Support**

- Help Desk – A Technician will be onsite for 4 hours following cutover of the S8700 and 2 hours and/or as needed for each of the remote locations – onsite support
- End User Training - A Trainer will conduct onsite training classes for end-users
- Avaya University, optional Video or CD training – Optional Pricing
  - Avaya University – AVA00136WEN IP Office Core Hardware and Applications Overview (online)
  - Avaya University – AVA00137IEN IP Office and VoiceMail Pro System Administration (Virtual Classroom Interwise)

**C. Trunking System Installation**

- Install and test LS/GS – onsite install
- Install and test T1/PRI – onsite install

**D. Staging**

- System Features and Database – Stage equipment will be provided by Avaya prior to shipping to Leon County locations. The staging process includes: Stage and Test System, Load User Database, Class of Service (COS), User Features, and Test Call Flows - remote

**E. Stations**

- System Features and Database – Review system and user features, define phone templates and phone installation – Project Management and onsite installation

**F. UPS Battery Backup**

- System installation includes the installation of the customer ordered UPS – onsite installation

**G. Voice Mail & Auto Attendants**

- Software will be loaded on customer provided Server at our staging site. - remote
- Install auto attendants/voice mail - remote

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## H. Project Plan

In order to meet the in-service date, the Avaya Program Management and the local Project Manager shall provide to Leon County a list of Tasks/Dependencies that will define responsibilities for Avaya and Leon County to perform. This document will be provided to Leon County using Microsoft Project 2003 application. (Example below)

Milestone	Finish	Responsibility
Contract signed or Purchased Order Issued	(date)	(Avaya, WM)
Program Manager – Oversees entire project- Coordinates Project Roll out Schedule	(date)	Avaya Program Mgr
Program Manager – single point of contact	(date)	Avaya Program Mgr
Site Survey	(date)	PM
Order Equipment	(date)	PM
Staging Equipment/Inventory	(planned finish date)	Data Services
Material on job (MOJ)	(planned finish date)	PM
Team Kick-off call	(planned finish date)	ProgMgr, WM
Schedule delivery dates	(planned finish date)	ProgMgr, WM
Develop Implementation Plan	(planned finish date)	ProgMgr
Assign Resources	(planned finish date)	PM
Solution Design and Development	(planned finish date)	Avaya
Deployment	(planned finish date)	Avaya
Cutover	(planned finish date)	Tech, WM
1 <sup>st</sup> day of business - Help Desk – assigned resources	(planned finish date)	Tech/TIEU

## Implementation Services Deliverables / Statement of Services

### Program Management

The Implementation Services Program Manager's overall responsibility is to provide the single point of contact and accountability for Project implementation, ensure that Avaya provides quality Provisioned Components and Services that meet Leon County needs, on time, and within budget. The Implementation Services Program Manager shall be responsible to:

- Develops with Leon County's Telecom Team a master Project Plan for all Leon County sites.
- Serve as the central point of contact to Leon County project personnel, and Avaya entities.
- Be assigned and become familiar with the potential Project during proposal and contract stages.
- Coordinate formation of the Project Team. In addition to commitments already established by the Leon County Team, the Program Manager identifies all support entities, probable contractors, and other vendors essential to this implementation.
- Establish Project work groups including design, implementation, cutover, testing, and acceptance.
- Ensure that a clear Statement of Work exists at the outset of the Project.
- Coordinate and chair the Project kickoff meeting (s) and Project Team meetings.
- Provide Project team-meeting minutes, generally within twenty-four (24) hours.
- Directs the Project team in development of a work breakdown structure (WBS), responsibility matrix, and master schedule with preliminary milestones, during the kickoff.
- Establish with the Leon County team, a detailed critical path network and task/milestone schedules supporting the preliminary commitments.
- Track the schedule via project management software and provide reports to the Project team.

### Project Organization and Structure

- Manage development of appropriate project control plans including:
  - Implementation Plan – overall sequence of events.
  - Quality Assurance Plan – ensures adherence to Avaya and Leon County quality requirements, with emphasis on task starts.
  - Escalation Plan – establishes clear procedures for resolution of jeopardy situations.
  - Safety Plan – outlines Leon County Project OSHA requirements.
  - Training Plan – details and schedules of administrative, end-user, and technician training.
  - Change Management Plan – addresses freeze dates and tracking of all pre-cutover changes
  - Test/Acceptance Plan – identifies standards for all equipment, network, and media test.
  - Leon County's Project Acceptance agreement – specifies Leon County's Project system acceptance criteria.
  - Cutover Plan – details the final one to four weeks' activities in preparation for, and including, cutover.
  - Disconnect Plan – provides information on the tasks, responsibilities, and the duration of the plan.
  - Operations, Administration, and Maintenance (OAM) Plan – outlines post-Project, normal operations support.
  - Maintain a centralized Project binder (hardcopy and software files) that contains all Project control documents

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- Identify, escalate, and coordinate resolution of jeopardy situations not resolved by functional Project team members.
- Participates in system assurance reviews.
- Coordinates cutover readiness reviews.
- Maintains central point of contact for cutover.

**Ensure compliance with acceptance requirements, transition the Project to daily operations organization, and disband the Project team upon project completion**

*Activities performed by the Avaya Program Manager will be done **remotely***

**Local Project Coordination**

Avaya will assign a Local Project Manager responsible for coordinating and communicating with the Leon County regarding equipment arrival, installation dates and other requirements. The Project Manager will partner with assigned Avaya Implementation Technician regarding system implementation.

*Activities performed by the Avaya Project Manager will be done **remotely and/or onsite**.*

**Installation Interval**

The standard interval for implementing this Solution is 10 to 15 business days. Intervals requiring implementation less than 10 business days will require additional expedite charges.

**Installation (Solution Design and Development)**

System Network Translations and Stations – Avaya technical resources will program, configure, and test all system trunking and stations in the switch.

All system network translation services will be provided to Leon County by a **remote** Avaya resource.

**Set Configuration (Design & Development)**

During Staging, Avaya will program the Leon County standard template for end user sets. Additional customization at any particular site for analog, wireless, digital, or IP sets can be provided at an additional cost.

It is Leon County responsibility to perform station reviews and provide Avaya with an Excel spreadsheet list or a file readable by Excel (electronically). Avaya will provide spreadsheet under a separate cover.

All station programming services will be provided to Leon County by a **remote** Avaya resource.

**VoiceMail – Modular Messaging**

Avaya will load and activate right to use and download all license files. Install all software, program and input data for building voicemail subscribers. **Two** levels of system auto attendant are included. Avaya will perform back-ups and testing. Auto attendant voice recordings are the responsibility of **Leon County**. Avaya Project Coordinator will provide detailed instructions.

**Hardware Installation (Solution Deployment)**

Hardware installation includes the placement and testing of all Avaya provided systems and/or adjuncts (excluding wiring and reuse of telephone sets). This service also includes the unpacking and removal of all packing materials. Avaya will verify and apply any applicable firmware and software upgrades available from Avaya's Support web site.

**NOTE:** Leon County is responsible for the provisioning and placement of any power sources (AC and/or DC) and necessary electrical grounds.

**Trunk Installation & Cross Connects (Solution Deployment)**

The technician will install and test each analog and digital trunk and inform the Leon County of the results. If network problems are detected, it is Leon County responsibility to refer and resolve the problems with the Service Provider. The network facilities point of Demarc must be in the switch equipment room.

Avaya will cross-connect, in the switch room, between the S8700 and the customer's Main Distribution Field (MDF). This includes the trunk and station ports on the S8700 and trunk and station terminations (e.g., where the station wires terminate on the 110 hardware in the switch room and the trunks terminate on an RJ-21 or 110-hardware provided by the Facilities (trunks) vendors.)

Cross-connects in intermediate wire closets (e.g., vertical riser cable or horizontal tie cable), or campus inter-building "black" cable or fiber optic cable, is the responsibility of Leon County or their wire vendor.

Leon County is required to provide Avaya from a station-wiring perspective the following information: cable pair, jack number, station number and device type. From a trunking perspective, network vendor contacts, circuit IDs analog line numbers must be provided.

**Remote Access Line**

Leon County will provide facility for remote access through the S8700 modem. Avaya will verify remote dial access. Access line must be in place two days prior to Material On Job (MOJ).

**Set Installation (Solution Deployment)**

Avaya will install end-user sets including: unpack, install and test default configuration. (Does not include Phone Manager installation on the Leon County PC).

**Design & Development and Day-of-Cut Support (System Software and Networking Translations)**

Avaya will activate all additional Software licenses by remotely installing software license file options purchased by Leon County. Avaya will use pre-defined System Software and Network Translation defaults.

The dial plan will be programmed with one incoming call destination (meaning each DID will be programmed to go to the corresponding extension), outgoing line groups, hunt groups (if required) and all pre-programmed system short codes.

Avaya will provide the basic system translations for trunking. Optional trunking at additional charges will include IP trunking, QSIG, or Call Routing.

Any variances from the pre-defined defaults require the Leon County to purchase additional services.

**Agency**

Avaya will work with Leon County's network vendor and Project Coordinator to coordinate and order Telco Facilities. Roles and responsibilities will be further defined at contract signing.

**NOTE:** The S8700 Multi-connect will be implemented as a TDM (Time Division Multiplexing), stand-alone solution. (That means not-networked and not in an IP environment.) Any type of IP implementation will require a CIRS (Customer Infrastructure Readiness Survey).

*Remote Avaya Resources will provide these services to Leon County.*

**Staging****Avaya Responsibilities**

Avaya will perform the following activities at the Avaya staging facility:

- (i). Receive, inventory, unpack and inspect the equipment

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- (ii). Notify Client of receipts, overage, shortages, and damages. Note: Damaged or defective equipment will be processed under the provisions of the product warranty.
- (iii). Verify that equipment received is in accordance with the information contained in the order documentation and manufacturers' specifications.
- (iv). Consult with designated customer technical contracts to gather their installation documentation or work with Avaya Implementation Engineer if Remote Integration is purchased.
- (v). Download configuration files where applicable
- (vi). Verify IOS and if necessary upgrade
- (vii). Test configured equipment by applying network behavior modeling techniques based on customer environment, when possible. Standard testing include verify and testing of remote dial access, operations of protocols behavior and address reach ability, if applicable
- (viii). Record configuration, model and serial numbers and bill to shipping information.
- (ix). Test all equipment in a simulated and controlled network environment.
- (x). Verify proper operation of all components.
- (xi). Label cables.
- (xii). Label any/all components with Client provided asset tags if required.
- (xiii). Repack, label and ship all equipment to the appropriate site, using the customer provided shipping account number(s).
- (xiv). Provide, receiving, inventory, shipping reports and installation specifications
- (xv). Provide remote support for onsite installation if Staging and Remote Integration are purchased.

**Client Responsibilities**

Client must provide the following:

- (i). A shipping account number to cover shipping charges from Avaya staging location to Clients' locations.
- (ii). Advance Shipping Notice (ASN) to the Avaya staging location and identify shipments with Purchase Order Number (PO#), equipment and quantities.
- (iii). Make arrangements for the delivery of non-Avaya sourced equipment to the Avaya staging location.
- (iv). Notify all Client locations of expected shipment dates.
- (v). Prepare the installation site for equipment installation.
- (vi). Provide an accurate list of ship to addresses, contact names and phone numbers.
- (vii). Provide input to complete configuration and option parameters.
- (viii). Ensure that all equipment shipped to the Avaya staging location is identified as indicated below:

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1723 Commerce Avenue North

St. Petersburg, FL 33716

Attn: CLIENT NAME



**Note:** It is mandatory that the Client ensures that the address be completed as described above. Failure to note the Client Name may result in the shipment not being received at the Avaya staging location.

### **Acceptance Testing (Solution Deployment)**

Once configured to Leon County specifications, acceptance tests will be performed. This ensures proper installation of the solution. Avaya will correct implementation issues encountered as a result of Avaya installation.

If network problems are detected, it is the Leon County responsibility to refer and resolve the problems with the Service Provider. The network facilities point of Demarc must be in the switch equipment room. If Leon County environment includes IP Endpoints, Avaya will test the signal quality and signal clarity. Any additional IP related testing can be performed at an additional cost.

### **Work hours**

*Work hours including cutover support are 8 am and 5 pm local time Monday through Friday, excluding Avaya designated holidays per location.*

- Any work performed between 5 pm and 8 am Monday through Friday, and/or all day Saturday, Sunday and Avaya designated holidays will incur incremental premium charges.

### **Dependencies**

Avaya Global Services assumes all work can be done during Avaya's normal business hours Monday-Friday excluding Avaya recognized holidays.

Any changes in this scope of work will result in additional charges to Leon County.

All access, whether remote or physical, must be provided in a timely manner, or Avaya will not be held liable for any delay in delivery.

Avaya shall not be held liable for the responsiveness nor performance of any third party, contractor, and vendor or supplier.

Customer is responsible for providing all phone set information defined by the attached Avaya provided spreadsheet.

Customer is responsible for gathering existing equipment, providing boxes and a staging area for disconnected equipment. Avaya can provide this service for an additional charge.

Switch room must comply with electrical, grounding and environmental specifications and be ready for the installation of Avaya hardware a minimum of three days prior to cutover.

*Avaya Global Services has based the pricing on the assumption that Leon County will award the entire project to one vendor. Avaya Global Services took into consideration efficiencies and economies of scales with installing all sites across the County for Leon County.*